

Customer Service

Students will be set up in a “store like” room, they will be presented with the following situations, were they will be graded on the listed points.

Items Evaluated Possible Points

1. Greeting and Introduction 10
2. Voice (Pitch, Tempo, Volume) 10
3. Mechanics (Diction, Grammar, Pronunciation) 10
4. Politeness 10
5. Appearance, Grooming 10
6. Personal Deportment (Poise, Eye Contact, Mannerisms) 10
7. Maturity in Answers to Questions 10
8. Enthusiasm 10
9. Personal Salesmanship (Self-Confidence and Persuasiveness) 10
10. Clothing Penalty 10 to -10

Total Possible Points 100

Customer Service Scorecard

Contestant Number

Students will be given 3 scenarios of dealing with customers

- A returned item
- An irate customer
- A customer needing guidance to select an item.

Clothing is business professional